



COVID-19 Emergency Operations Center

SOP No: MS-117

Date of Last Revision: 05/20/2020

Standard Operating Procedure Site Management Roles

Subject: Site Management Roles For Medical Sheltering Sites

1. Introduction

The purpose of this Standard Operating Procedure (SOP) is to provide guidance on the roles and responsibilities of the Medical Shelter Site Management Team (i.e., Site Managers and Site Managers).

The Medical Shelter Site Management Team consists of County employees temporarily assigned to work at Los Angeles County hotels/motels contracted to house non-acute COVID-19 positive/presumptive persons experiencing homelessness. The Site Management Team works with representatives from other County departments (e.g., Department of Public Health, Department of Mental Health, etc.) and contractors (e.g., security team, medical team, etc.) to promote a safe and effective isolation/quarantine environment.

Note: The Site Management Team should never have contact with COVID-19 positive/presumptive clients. Work locations for Site Management Teams are located in a designated “cool zone” and should never be accessed by COVID-19 positive/presumptive clients.

2. Contacts

The Mayfair Hotel

Bryan La Sota

O. (323) 980-2065

C. (213) 503-8210

BLasota@ceooem.lacounty.gov

Quality Inn & Suites Bell Gardens

Luis Valdez

O. (323) 980-065

C. (213) 503-5698

LValdez@ceooem.lacounty.gov

The Sherman Hotel

Bryan La Sota

O. (323) 980-2065

C. (213)503-8210

Blasota@ceooem.lacounty.gov

**David L. Murphy Sobering
Center**

TBD

Pomona Sheraton Fairplex Hotel

Luis Valdez

O. (323) 980-065

C. (213) 503-5698

LValdez@ceooem.lacounty.gov

**Martin Luther King COVID+
Congregate Site**

TBD

3. Site Managers

- Description
 - Site Managers are County employees that are temporarily assigned to provide on-site support and management of the County's Medical Shelters. Site Managers report to directly to the Site Director.
- Duties
 - Ensures all site services operate as scheduled. If the Site Director is not available, the Site Manager may coordinate with vendors to execute necessary services.
 - Maintains an inventory of available/occupied units.
 - Executes tasks assigned by the Site Director and/or Medical Team including "cool zone" site support tasks.
 - Supports daily food ordering in conjunction with the site Director to ensure meals are properly served.
 - If the Site Director is not available, the Site Manager may work with designated contacts to order resources.
 - May train to serve as a Site Director.
- Scheduling
 - Medical shelters operate 24 hours a day, seven days a week and at least one Site Manager must be on site at all times.
 - Site Managers generally work the same 8-hour shift for three days in a row followed by one day off. After their day off, Site Managers will rotate to a different 8-hour shift for three days.
 - 8-hours shifts are as follows:
 - 8:00 a.m. – 4:00 p.m.
 - 4:00 p.m. – 12:00 midnight
 - 12:00 midnight – 8:00 a.m.
 - Site Managers should allow up to 15 minutes before/after their assigned shift to communicate with previous/subsequent Site Managers.

- This 15 minutes before and after a shift allow a DSW to take a 30 minute unpaid lunch break as well.

Note: Flexibility is key to successful site management.

4. Site Directors

- Description
 - Site Directors are County employees that are temporarily assigned to provide on-site support and supervision to the County's Medical Shelters. Site Directors work with Site Managers and designated site support contacts.
- Duties
 - Executes or delegates on-demand tasks to ensure proper site operation, including the 0700 and 1500 occupancy reports.
 - Coordinates with vendors to execute needed services
 - Works with designated contacts to order resources.
 - Ensures effective tracking of unit inventory, occupancy, etc. in coordination with Site Managers and other site staff.
 - Executes Site Manager duties if needed.
 - Oversees Site Managers and acts as on site "supervisor" for DSWs.
 - Identifies and develops capable Site Managers to serve as Site Directors after a suitable training period.
- Scheduling
 - Site Directors generally work Monday through Friday from 8:00 a.m. to 4:00 p.m. *However, flexibility is key to successful site management.*